

Interactive Voice Response

Reference Manual

September 2010

Interactive Voice Response Reference Manual

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Ministry of Health and Long-Term Care
Registration and Claims Branch

September 2010

AMENDMENT RECORD

Number	Date	Description
1	September 2010	<p>Amend Cover page</p> <ul style="list-style-type: none"> to visual standards, fix date and Table of Contents. <p>Section 1</p> <ul style="list-style-type: none"> change second paragraph (CHBD) to Claims History Data Base (CHDB). change second last bullet point to read: “Will assist providers to determine when their patient’s most recent oculo-visual assessment, bone mineral density measurement, or sleep study was performed according to claims which have been received and approved for payment by the ministry.” <p>Section 3</p> <ul style="list-style-type: none"> change title from Help Desk to Service Support Contact Centre. update first sentence to read “The ministry has established a Service Support Contact Centre (SSCC) with a toll-free number for user support. The SSCC will assist providers in using the health number validation system.” remove references to Help Desk and replace with Service Support Contact Centre. replace EDT/HCV Technical Help Desk facility with Service Support Contact Centre. add area code to Kingston local number. <p>Section 4</p> <ul style="list-style-type: none"> amend title to “Verifying a Health Number and/or Oculo-Visual/Bone Mineral Density Measurement/Sleep Study Service Date. add Fee Schedule Code “J = 51) on page 4-7 and put in order. add “or sleep study” to the last sentence Validation Response Codes on page 4-8. add sleep study to title first sentence after density measurement, last sentence on page 4-9 should read sleep study performed – service response code 203 and Sleep Study DOS. amend second last sentence by removing “or” & adding “sleep study”. Should read “If a DOS is returned to the provider it will always be the DOS for the most recent oculo-visual assessment, major eye exam, bone mineral density measurement or sleep study. The five service response codes are as follows: change second last bullet to read “Bone mineral density measurement performed – service response code 202 and bone mineral density measurement DOS.” add last bullet “Sleep Study performed – service response code 203 and Sleep Study DOS.” update page 4-12 second bullet, If you press 3 between 8:00 am and 5:00 pm on regular ministry business days, you will be transferred to the Service Support Contact Centre and a Service Desk Agent will assist you. update third bullet, If you press 3 between 5:00 pm and 8:00 am, the system will respond as follows: <i>“You have reached the Service Support Contact Centre for the Ministry of Health and Long-Term Care. Agents are not available to take your call. If you have a problem with your Health Card Validation System – Press 1 now.”</i> amend page 4-13, IVR Application Flowchart to include “Sleep Study” and “SS = Sleep Study”. <p>Section 5 Appendix A</p> <ul style="list-style-type: none"> correct page 5-7, code 70 sixth bullet to “their local MOHLTC office”. Last bullet to lower case health number and version code.

AMENDMENT RECORD - continued

Number	Date	Description
		<ul style="list-style-type: none"> • correct page 5-6 – 5-8 code 60, 75, 80, 83 fifth bullet to read “their local MOHLTC office”. • correct Page 5-8, code 90 & 99 last bullet to read “Service Support Contact Centre” from EDT/HCV Technical Help Desk. • correct Code 9A – 9M bullet from Help Desk Agent to read Service Desk Agent. • Amend Appendix B, Page 5-11, Remove fee codes J690 and J890. • Insert new codes for “Sleep Study”: General Practitioners J689, J889, J896, J696, J897, J697, J895 and J695. Spell out acronyms MCSS – ODSP, MCSS – OW. <p>Appendix C</p> <ul style="list-style-type: none"> • Add code page 5-13, DOS & 203, Response: Sleep Study Performed. Requirement or Explanation: A sleep study has been performed on this patient within the permitted time frame. Action: The patient has had a sleep study performed within the prescribed time frame.
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INTRODUCTION

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SECTION 1

INTRODUCTION

What is IVR?

Interactive Voice Response (IVR) is an automated telecommunications system allowing a client to interact with a computer to achieve defined results, without human intervention.

The IVR system has been designed to allow providers to confirm the validity of a health number/version code using a touch-tone telephone. The system will respond with a message appropriate to the information found in the ministry Registered Persons Database (RPDB) and the Claims History Database (CHBD).

There are two distinct processes involved with the IVR system: registration of authorized users and user access to the system. A provider must register to access the IVR system by completing the appropriate documentation. Once the documentation is received and authorized by the ministry, the provider can begin using the system. The only equipment required is a touch-tone telephone. **DO NOT access the IVR system with a cellular phone because the data transmitted may be intercepted by others.**

The IVR system is designed to give you a list of options to choose from, and will respond according to your choice. When you first use the system, you may want to listen to all the prompts until you become familiar with them. When you are comfortable with the commands, you can speed up your entry by skipping past the prompts and entering the information accordingly. The only time you cannot skip ahead is when you are waiting for the IVR system to respond to an inquiry, or if there is a problem entering information and the IVR is unable to acknowledge your entry.

NOTE: *The IVR system:*

- *Does not guarantee payment*
- *Does not provide corrected or updated health numbers/version codes*
- *Does not confirm that the health number and version code are correct/incorrect at time of service*
- *Will assist providers to determine when their patient's most recent oculo-visual assessment, bone mineral density measurement or sleep study was performed according to claims which have been received and approved for payment by the ministry*
- *Must only be accessed by a touch-tone telephone*

When Can IVR be Accessed?

- 24 hours a day, 7 days a week

There may be periods of planned down-time for system maintenance. You will be notified of these times on the IVR Bulletin Board.

PERSONAL IDENTIFICATION NUMBER

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SECTION 2: PERSONAL IDENTIFICATION NUMBER

Personal Identification Number

When you register for the IVR system, you are provided with a Personal Identification Number (PIN) by the Ministry of Health and Long-Term Care (MOHLTC). For confidentiality and security purposes, this PIN may only be used by you or your designate.

The registered holder of an active PIN is responsible for all transactions entered on the IVR system using that PIN. All transactions are logged to the PIN holder.

Any misuse of this PIN could result in the termination of your participation in the IVR service.

SERVICE SUPPORT CONTACT CENTRE

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SECTION 3: SERVICE SUPPORT CONTACT CENTRE

Service Support Contact Centre (SSCC)

The ministry has established a Service Support Contact Centre with a toll-free number for user support. The SSCC Desk will assist providers in using the health number validation system.

During regular ministry business days, the SSCC facility will be available from **8:00 am – 5:00 pm**.

- In the Kingston local calling area: **613-548-7981**
- Other areas of the province: **1 800 262-6524**

NOTE: This number is for the use of health care providers ONLY. **It must not be issued to patients.** Patients should direct inquiries to their local ministry office.

After hours, or if all available operators are busy your call will be directed to a **voice mail** account and you will be asked to leave information relating to the inquiry, for example, provider number and name, phone number, area code and brief information relating to the inquiry (refer to section [Accessing the IVR Help Line](#)).

IVR OPERATING INSTRUCTIONS

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SECTION 4 IVR OPERATING INSTRUCTIONS

NOTE: *The IVR system must be accessed by telephone only. The telephone must be a TOUCH-TONE telephone and you will need your Personal Identification Number (PIN).*

Verifying a Health Number and/or Oculo-Visual/Bone Mineral Density Measurement/Sleep Study Service Date

1. From Metro Toronto call **416 326-6666**; otherwise call **1 800 265-6860**
2. Enter your 8-digit PIN to access the Main Menu
3. Press 1 from the Main Menu to verify a health number
4. Enter the 10-digit health number
5. Enter the version code if applicable
6. Enter Fee Schedule Code if applicable
7. Press 1 to verify another health number (maximum of 5 health numbers)
8. Press 7 to exit

Accessing the Bulletin Board

1. From Metro Toronto call 416 326-6666; otherwise call 1 800 265-6860
2. Enter your 8-digit PIN
3. Press 4 from the Main Menu to access the Bulletin Board

Accessing the Help Line

1. From Metro Toronto call 416 326-6666; otherwise call 1 800 265-6860
2. Enter your 8-digit PIN
3. Press 4 from the Main Menu to access the Bulletin Board

Press 3 from the Bulletin Board Menu to access the IVR Help Line

Calling In

The IVR System is accessed by keying the IVR phone number.

1. From Metro Toronto call **416 326-6666**; otherwise call **1 800 265-6860**

The system will respond as follows:

“Welcome to the Ministry of Health IVR system.” (Repeated in French)

If for any reason the IVR system is down, you will hear the following message and the call will be terminated:

“The system is unavailable, please try again later.” (Repeated in French)

Entering Your Personal Identification Number

The system will prompt you to enter your Personal Identification Number (PIN).

“Please enter your Personal Identification Number.” (Repeated in French)

After the 8-digit PIN has been entered the system will validate the PIN and select your language preference (English or French) on file. The call will then proceed in your chosen language.

Keying Tips

- If you do not start to enter your PIN **within 5 seconds**, the system will repeat the message:

“Please enter your Personal Identification Number.” (Repeated in French)

- If there is a 5 second gap between keyed characters, the system will state:
“Incorrect, please repeat your Personal Identification Number.” (Repeated in French)

On a new attempt, the PIN must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.
- If the PIN is not valid the system will prompt you to try again with the message:
“Incorrect number, please try again.” (Repeated in French)
- If the PIN that is re-entered is also invalid the call will be terminated.

Accessing the Main Menu

Now that you have entered your valid PIN you will be given the following choices from the Main Menu:

- *“To verify a health number, press 1.”*
 - *“To access the ministry Bulletin Board, press 4.”*
 - *“To exit, press 7.”*
1. Press 1 to verify a health number
 2. Press 4 to access the ministry Bulletin Board
 3. Press 7 to exit

Keying Tips

- If any key other than 1, 4 or 7 is pressed, you will get the following message:

 “Incorrect option, please try again”
- After 3 invalid attempts, the call will be terminated.
- If you access the ministry Bulletin Board, you will not be able to return to the main menu to verify additional numbers.

Entering the Health Number

- To verify a health number, press 1 from the Main Menu. The system will prompt you with the following:

“Enter the health number.”

- Key the 10-digit health number.

Keying Tips

- If you do not start to enter the health number **within 5 seconds**, the system will repeat the message:

“Enter the health number.”

- If there is a 5 second gap between keyed characters, the system will state:

“Please re-enter the health number.”

On a new attempt, the health number must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.

Entering the Version Code

- After you have entered the health number, you will be asked to enter the version code:
“Enter the version code.”

Each alpha character of the version code is represented by 2 numbers:

A=21	J=51	S=73
B=22	K=52	T=81
C=23	L=53	U=82
D=31	M=61	V=83
E=32	N=62	W=91
F=33	P=71	X=92
G=41	Q=11	Y=93
H=42	R=72	Z=12

If there is no version code then key #.

If there is a one-letter version code you will need to key 2 numbers, followed by #
(e.g., Version Code Q = 11#).

If there is a two-letter version code you will need to key 4 numbers (e.g., Version Code JK = 5152).

Keying Tips

- If you do not start to enter the version code **within 5 seconds**, the system will repeat the message:

“Enter the version code.”

- If there is a 5 second gap between keyed characters, the system will state:

“Please re-enter the version code.”

On a new attempt, the version code must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.

Entering the Fee Schedule Code

- After you have entered the version code, you will be asked to enter the fee schedule code:

“Enter the fee schedule code.”

- Each alpha-character of the fee schedule code is represented by 2 numbers:

A=21

J=51

V=83

X=92

(e.g., V401 would be keyed as 83401)

If there is no fee schedule code key #.

Keying Tips

- If you do not start to enter the fee schedule code **within 5 seconds**, the system will repeat the message:

“Enter the fee schedule code.”

- If there is a 5 second gap between keyed characters, the system will state:

“Please re-enter the fee schedule code.”

On a new attempt, the fee schedule code must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.

Validation Response Codes

After you have entered the health number and version code, the system will repeat the health number and version code which you entered and provide a response code, sex, date of birth and first three characters of the last name. The message will say, "*health number NNNNNNNNNN version code MM has a code of XX*" where:

NNNNNNNNNN	=	Health Number
MM	=	Version Code
XX	=	Response Code
NNNNNNNN	=	Date of Birth
M/F	=	Sex
MMM	=	Surname
MNNN	=	Fee Schedule Code (FSC)
NNN	=	Service Response Code
NNNNNNNN	=	Date of Service for Oculo-Visual Assessment/Bone Mineral Density Measurement, or Sleep Study

Please ensure that the health number and version code repeated to you are those that appear on the health card.

- Refer to Appendix A – Response Codes
- Refer to Appendix B – Fee Schedule Codes
- Refer to Appendix C – Service Response Codes

Oculo-Visual Assessment/Bone Mineral Density Measurement/Sleep Study

The IVR system will issue either the Date of Service (DOS) of an oculo-visual assessment/major eye exam/bone mineral density measurement or sleep study and a service response code, or just a service response code. This information will be in addition to the validation response code. The search of the data source will be based on the HN, version code and Fee Schedule Code (FSC) entered by the provider. If a DOS is returned to the provider it will **always** be the DOS for the most recent oculo-visual assessment, major eye exam, bone mineral density measurement or sleep study. The five service response codes are as follows:

- No FSC information is currently available for this patient – service response code 101
- FSC entered by provider invalid – service response code 102
- Oculo-visual assessment or major eye exam present – service response code 201 and oculo-visual assessment/major eye exam date of service DOS
- Bone mineral density measurement performed – service response code 202 and bone mineral density measurement DOS
- Sleep Study performed – service response code 203 and Sleep Study DOS

Return of Surrendered Health Cards

Specific codes (*refer to [Appendix A – Response Codes](#)*) request the voluntary surrender of health cards. Please return **surrendered health cards** to the Ministry of Health and Long-Term Care, Verification Services, 49 Place d'Armes, 3rd Floor, Kingston, Ontario K7L 5J3. The returned health cards will be investigated and resolved.

Verifying Additional Health Numbers

At this point you have the option to verify additional health numbers (**maximum of 5 inquiries per call**). The system will prompt with the following choices:

- *“To verify another health number, press 1.”*
- *“To repeat this information, press 2.”*
- *“To exit, press 7.”*
- *“To return to the main menu, press 9.”*

If you press option 1, you may verify another health number (refer to *Entering the Health Number* to repeat the process).

1. Press 7 to exit
2. Press 9 to return to the Main Menu

Keying Tips

- If any key other than 1, 2, 7 or 9 is pressed, you will hear the following message:
“Incorrect option, please try again.”
- After 3 invalid attempts, the call will be terminated.
- A **maximum of 5 health numbers** may be verified during each call. To verify additional health numbers, please call again.

Accessing the IVR Bulletin Board

To access the ministry Bulletin Board from the Main Menu, press 4. The system will prompt with the following choices:

- *“For information on system availability, press 1.”*
- *“To access help, press 3.”*
- *“To exit, press 7.”*

Press 1 to receive information on system availability (e.g., messages relating to planned system downtime).

1. Press 3 to access the IVR Help Line
2. Press 7 to exit

Keying Tips

- If any key other than 1, 3 or 7 is pressed, you will hear the following message:
“Incorrect option, please try again.”
- After 3 invalid attempts, the call will be terminated.

Accessing the IVR Help Line

- To access the IVR Help Line, press 3 from the IVR Bulletin Board menu. The system will prompt with the following:

“Please hold, your call is being transferred.”

- If you press 3 between 8:00 am and 5:00 pm on regular ministry business days, you will be transferred to the Service Support Contact Centre and a Service Desk Agent will assist you.”
- If you press 3 between 5:00 pm and 8:00 am, the system will respond as follows:

“You have reached the Service Support Contact Centre for the Ministry of Health and Long-Term Care. Agents are not available to take your call. If you have a problem with your Health Card Validation System – Press 1 now.”

- If you press 1, the system will respond as follows:

“You have reached voice messaging for Health Card Validation. Please leave your name, telephone number and a brief description of your problem. Your call will be returned as soon as possible.”

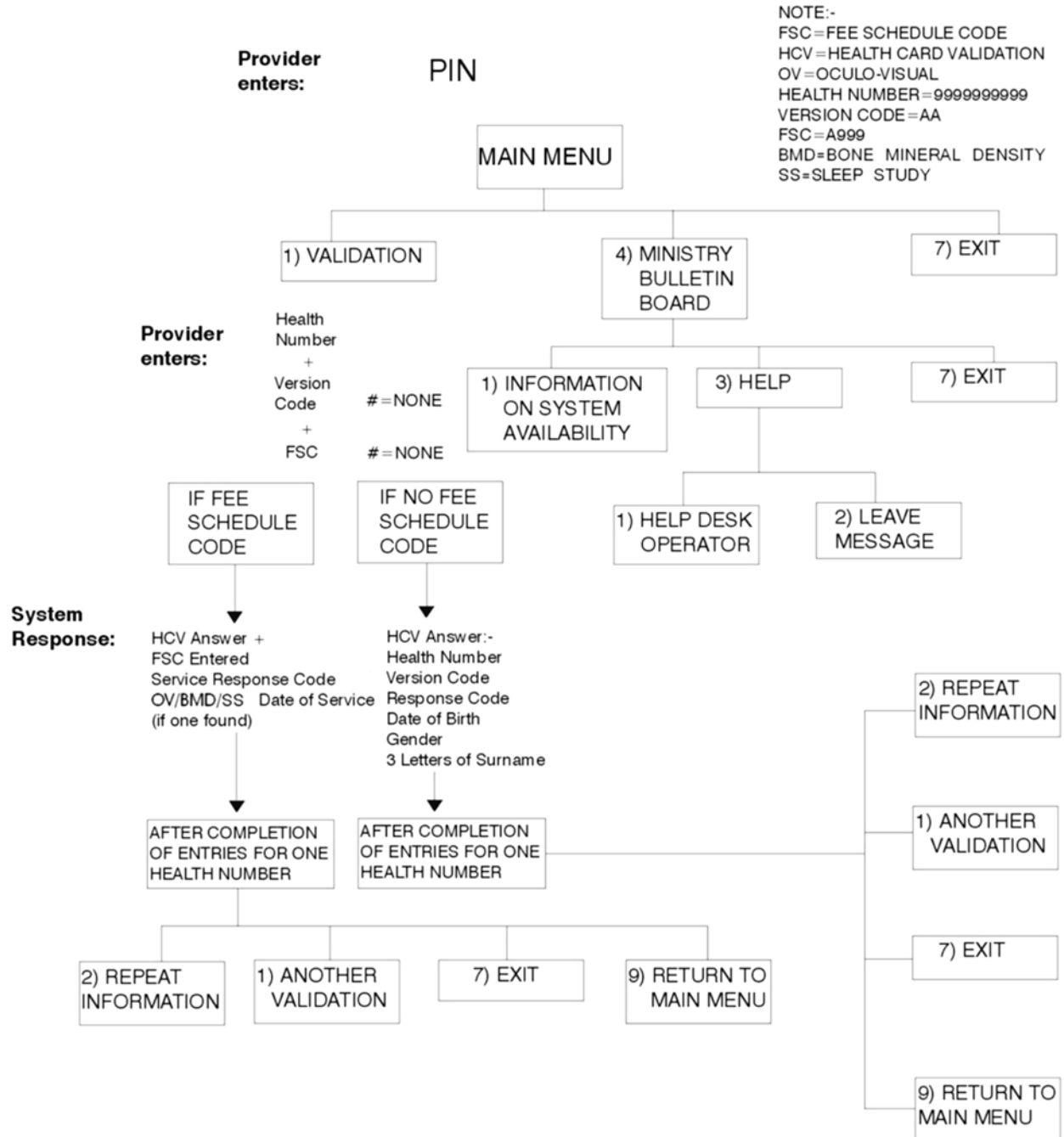
Keying Tips

- If any key other than 1, 2, or 7 is pressed, you will hear the following message:

“Incorrect choice, please try again.”

- After 3 invalid attempts, the call will be terminated.

IVR Application Flowchart



APPENDICIES

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SECTION 5

APPENDICES

Appendix A

Response Codes

A response code is a number generated by the ministry mainframe in the HCV process. The response code corresponds to a message that describes the status of a health card.

NOTE: *If the user, (health care provider) is not authorized to access health card validation, a response code will be returned indicating an unauthorized user. Please refer to the following page for a list of Response Codes.*

Along with the health card check and response code, a health care provider is also expected to review the health card including the individual's photo, date of birth and gender. If a discrepancy is apparent, additional information and identification should be requested.

In the event of suspected fraud the health care provider must contact the MOHLTC Fraud Line at:

1 800 265-4230

Response Codes - Quick Reference

The following is an overview of valid response codes:

- between 0 and 25 indicates the health card is invalid; cardholder not eligible
- between 50 and 55 indicates a valid health card; cardholder is eligible
- between 60 and 83 indicates health card is invalid; cardholder is eligible
- between 90 – 99 indicates HCV system information
- between 9A – 9M indicates an unauthorized HCV user
- between 100 – 999 indicates service response codes

Appendix A – Response Codes (Continued)

Health Card Validation Response Codes

Code	Response
05	Incorrect health number – The HN is not 10 numeric digits
10	Incorrect health number – The HN was not found on RPDB
15	Pre-assigned newborn health number
20	Eligibility does not exist for this health number
25	Unknown card; Invalid stripe
50	Card passed validation
51	Card passed validation
52	Card passed validation; No response to ‘notice to register’
53	Card passed validation; Card is expired
54	Card passed validation; Card is future dated
55	Card passed validation; returned mail indicator on inactive card
60	Inactive card
65	Invalid version code
70	Stolen card
75	Cancelled or voided card
80	Damaged card
83	Lost card

Appendix A – Response Codes (Continued)

Health Card Validation Response Codes (Continued)

Code	Response
90	Information not available
99	System not available
9A	Health care provider/facility not authorized for HCV
9B	Health care provider/facility not authorized for HCV
9C	Health care provider/facility not authorized for HCV
9D	Health care provider/facility not authorized for HCV
9E	Health care provider/facility not authorized for HCV
9F	Health care provider/facility not authorized for HCV
9G	Health care provider/facility not authorized for HCV
9H	Health care provider/facility not authorized for HCV
9I	Health care provider/facility not authorized for HCV
9J	Health care provider/facility not authorized for HCV
9K	Health care provider/facility not authorized for HCV
9L	Health care provider facility not authorized for HCV
9M	Health care provider facility not authorized for HCV

Appendix A – Response Codes (Continued)

Response Codes – Explanation and Recommended Action

A list of response codes, explanations and recommended actions has been compiled to assist HCV users in determining appropriate action upon receipt of a response code. The recommended actions are intended to be suggestions – one or a combination of choices may be appropriate. Each health care provider should establish an appropriate level of action for each response code.

Code	Response	Provider Action Including Message to Patient
5	Incorrect health number Health number is not 10 numeric digits (may be keying error or the card may be damaged).	<ul style="list-style-type: none"> ▪ Check for keying errors ▪ Confirm number and version code ▪ Confirm cardholder identity ▪ Request surrender of health card - return it to MOHLTC ▪ Notify the fraud line where applicable 1 800 265-4230 ▪ No payment for services, bill the cardholder directly ▪ <i>Ask the cardholder to contact their local MOHLTC office</i>
10	Incorrect health number The health number was not found on the ministry's Registered Persons Database.	<ul style="list-style-type: none"> ▪ Check for keying errors ▪ Confirm health number and version code ▪ Confirm cardholder identity ▪ Request surrender of health card - return it to MOHLTC ▪ Notify the fraud line where applicable 1 800 265-4230 ▪ No payment for services, bill the cardholder directly ▪ <i>Ask the cardholder to contact their local MOHLTC office</i>
15	Pre-assigned new-born health number - parent/guardian must complete registration Health number was released as a pre-assigned health number for new-borns. The registration process is incomplete.	<ul style="list-style-type: none"> ▪ <u>Patient less than 3 months old:</u> ▪ Advise parent/guardian health number registration is incomplete ▪ Infant registration may be in process - request supporting evidence of Ontario residency (e.g., parent's health card, driver's licence) ▪ Advise client direct billing may result if registration not completed within 90 days of date of birth ▪ No payment will be made for services until registration is completed. ▪ <i>Ask the cardholder to contact their local MOHLTC office</i>

Code	Response	Provider Action Including Message to Patient
20	Not eligible There is no eligibility for this health number on the ministry database.	<ul style="list-style-type: none"> ▪ Check for keying errors ▪ Confirm health number and version code. ▪ Confirm cardholder identity ▪ Request surrender of health card - return it to MOHLTC ▪ Notify the fraud line where applicable at 1 800 265-4230 ▪ No payment for services, bill the cardholder directly ▪ <i>Ask the cardholder to contact the local MOHLTC office</i>
25	Unknown health card Health card swipe does not have proper Issuer Identification.	<ul style="list-style-type: none"> ▪ Verify health card appears to be ministry-issued health card and not a hospital card ▪ Check for keying errors ▪ Confirm health number and version code. ▪ Confirm cardholder identity ▪ Request surrender of health card - return it to MOHLTC ▪ Notify the fraud line where applicable at 1 800 265-4230 ▪ No payment for services, bill the cardholder directly ▪ <i>Ask the cardholder to contact the local MOHLTC office</i>
50	Card passed validation This indicates a valid health card with current eligibility.	<ul style="list-style-type: none"> ▪ No action required ▪ Request additional identification if it is suspected that the health cardholder is not the person to whom the health card was issued ▪ You will receive payment for billable services rendered on this day.
51	Health card passed validation This indicates a valid health card with current eligibility.	<ul style="list-style-type: none"> ▪ No action required ▪ Request additional identification if it is suspected that the health cardholder is not the person to whom the health card was issued ▪ You will receive payment for billable services rendered on this day.
52	Health card passed validation Holder must contact ministry to ensure continued validity.	<ul style="list-style-type: none"> ▪ Advise the cardholder to contact the ministry INFOline at 1 800 268-1154 ▪ Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued. ▪ You will receive payment for billable services rendered on this day. Registrant needs to contact the ministry to maintain coverage into the future.

Code	Response	Provider Action Including Message to Patient
53	Health card passed validation Health Card ID expired. A renewal notification has been sent to the registrant.	<ul style="list-style-type: none"> Advise the cardholder to contact their ministry on the INFOLine at 1 800 268-1154 Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued You will receive payment for billable services rendered on this day. Registrant needs to contact the ministry to maintain coverage into the future.
54	Health card passed validation Health card is future dated. The cardholder was issued this health card upon renewal or as a replacement.	<ul style="list-style-type: none"> No action required Request additional identification if it is suspected that the cardholder is not the person to whom the card was issued You will receive payment for billable services rendered on this day.
55	Health card passed validation The cardholder needs to update their address on file with the ministry.	<ul style="list-style-type: none"> Advise the cardholder to contact the ministry on the INFOLine at 1 800 268-1154 Request additional identification if it is suspected that the card holder is not the person to whom the health card was issued. You will receive payment for billable services rendered on this day. Registrant needs to contact the ministry to maintain coverage into the future.
60	Expired health card If the cardholder has a new health card, they need to use the new health card. Otherwise the cardholder needs to contact the ministry to obtain a new health card.	<ul style="list-style-type: none"> Check for keying errors Confirm health number and version code. Confirm cardholder identity Ask if cardholder has another health card Ask the cardholder to contact their local MOHLTC office Have cardholder complete a Health Number Release form No payment for services on this Health Number and Version Code combination. Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.

Code	Response	Provider Action Including Message to Patient
65	Incorrect version code If the cardholder has another health card, they need to use the other health card. Otherwise, the cardholder needs to contact the ministry to obtain a new health card.	<ul style="list-style-type: none"> Check for keying errors Confirm health number and version code. Confirm cardholder identity Ask if cardholder has another health card Ask the cardholder to contact their local MOHLTC office Have cardholder complete a Health Number Release form No payment for services on this health number and version code combination. Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.
70	Stolen health card The health card has been reported as stolen. Card is no longer valid.	<ul style="list-style-type: none"> Check for keying errors Confirm number and version code. Ask if cardholder has another health card Request additional identification supporting Ontario residency (driver's licence) - cardholder may have recovered the health card but neglected to advise MOHLTC If unable to confirm the photo on the card bill the cardholder directly and notify the fraud line where applicable at 1 800 265-4230 Ask the cardholder to contact their local MOHLTC office Have cardholder complete a Health Number Release form No payment for services on this Health Number and Version Code combination. Use the health number and version code obtained through the Health Number Release Form process to bill for services rendered.
75	Cancelled health card Health card cancelled by MOHLTC - replacement may have been issued	<ul style="list-style-type: none"> Check for keying errors Confirm health number and version code. Confirm cardholder identity Ask if cardholder has another health card Ask the cardholder to contact their local MOHLTC office Have cardholder complete a Health Number Release form No payment for services on this health number and version code combination. Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.

Code	Response	Provider Action Including Message to Patient
80	Damaged health card Health card cancelled by MOHLTC. A replacement may have been issued.	<ul style="list-style-type: none"> Check for keying errors Confirm health number and version code Confirm cardholder identity Ask if cardholder has another health card Ask the cardholder to contact their local MOHLTC office Have cardholder complete a Health Number Release form. No payment for services on this health number and version code combination. Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.
83	Lost health card The health card has been reported as lost. The card is no longer valid. A replacement may have been issued.	<ul style="list-style-type: none"> Check for keying errors Confirm health number and version code. Confirm cardholder identity Ask if cardholder has another health card Ask the cardholder to contact their local MOHLTC office Have cardholder complete a Health Number Release form No payment for services on this health number and version code combination. Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.
90	Information not available The MOHLTC system may be undergoing maintenance.	<ul style="list-style-type: none"> Try the scan again Use Interactive Voice Response to validate the health card Access IVR Bulletin Board to obtain system maintenance, downtime information and periodic status updates Call the Service Support Contact Centre at 1 800 262-6524 and report the problem.
99	System not available Cannot access the MOHLTC database	<ul style="list-style-type: none"> Try the scan again Use Interactive Voice Response to validate the health card Access IVR Bulletin Board to obtain system maintenance, downtime information and periodic status updates. Call the Service Support Contact Centre at 1 800 262-6524 and report the problem.

Code	Response	Provider Action Including Message to Patient
9A	Not authorized for HCV MOHLTC Provider ID is either missing on the input transaction record, or is not numeric or not left justified.	<ul style="list-style-type: none"> ▪ Call 1-800-262-6524 and provide response code to SSCC Service Desk Agent
9B	Not authorized for HCV The Facility ID is either missing on the input transaction record or not alphanumeric or not left justified or not 4 characters in length.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9C	Provider ID does not match the data contained on the ministry's HCV Registration Table.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9D	Facility ID does not match the data contained on the ministry's HCV Registration Table.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9E	The MOHLTC User ID is either missing on the input transaction record or is not alphanumeric or not left justified.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent

Code	Response	Provider Action Including Message to Patient
9F	Provider # is not a valid status on ministry database.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9G	The Group # is not a valid status on ministry database.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9H	Organization Status is closed or Facility MNI not found on ministry database.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9I	User's Host ID (HECSxxxx) does not match ministry database.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9J	IVR PIN is not numeric or is equal to spaces.	<ul style="list-style-type: none"> ▪ Provider to re-try with correct PIN ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9K	Local User ID is not alphanumeric or is equal to spaces.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9L	User not found/authorized.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent
9M	Client of the Network Provider is not authorized.	<ul style="list-style-type: none"> ▪ Call 1 800 262-6524 and provide response code to SSCC Service Desk Agent

Appendix B**Fee Schedule Codes**

Code	Description
General Practitioners	
A110	Periodic oculo-visual assessment, aged 19 and below
A112	Periodic oculo-visual assessment, aged 65 and above
A115	Major eye examination aged 20-64
J689	Specialized Facility Therapeutic Study
J695	Therapeutic Study for Sleep Related Breathing Disorders
J696	Initial Diagnostic Study
J697	Repeat Diagnostic Study
J889	Specialized Facility Therapeutic Study
J895	Therapeutic Study for Sleep Related Breathing Disorders
J896	Initial Diagnostic Study
J897	Repeat Diagnostic Study
K065	Periodic oculo-visual assessment, aged 20-64 Ministry of Community Social Services (MCSS) – Ontario Disability Support Program (ODSP)
K066	Periodic oculo-visual assessment, aged 20-64 (Ministry of Community Social Services (MCSS) – Ontario Works (OW)
X142	Subsequent test – low risk patient, one site
X148	Subsequent test – low risk patient, two or more sites
X149	Bone mineral density measurement – high risk patient, one site
X152	Bone mineral density measurement – low risk patient, one site
X153	Bone mineral density measurement – low risk patient, two or more sites
X155	Bone mineral density measurement – high risk patient, two or more sites

Ophthalmologists	
A237	Periodic oculo-visual assessment, aged 19 and below
A239	Periodic oculo-visual assessment, aged 65 and above
Optometrists	
V404	Periodic oculo-visual assessment, aged 19 and below
V406	Periodic oculo-visual assessment, aged 65 and above
V409	Major eye examination, aged 20 - 64
V450	Periodic oculo-visual assessment, aged 20 – 64 (MCSS – ODSP)
V451	Periodic oculo-visual assessment, aged 20 – 64 (MCSS – OW)

Appendix C Service Response Codes

Code	Response	Requirement or Explanation	Action
101	No information available	There is no FSC information currently available for this patient.	There is no FSC information available for this patient.
102	Invalid FSC	The FSC entered by the provider is not valid.	The FSC entered is invalid – retry or hang up.
DOS & 201	Oculo-visual assessment performed	An oculo-visual assessment has been performed on this patient within the permitted time frame.	The patient has had an oculo-visual assessment performed within the prescribed time frame.
DOS & 202	Bone mineral density measurement performed	A bone mineral density measurement has been performed on this patient within the permitted time frame.	The patient has had a bone mineral density measurement performed within the prescribed time frame.
DOS & 203	Sleep Study performed	A sleep study has been performed on this patient within the permitted time frame.	The patient has had a sleep study performed within the prescribed time frame.